

## **HAWAII PUBLIC HOUSING AUTHORITY**

Ewa Pointe Realty

Waimaha Sunflower, Nanakuli Homes, Maili I & II , Kauai'okalani

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### **AMP 44**

#### **Resident Concerns**

1. What is mgmt doing to those who are not paying their rent? Mgmt sends 1<sup>st</sup> & 2<sup>nd</sup> notice then starts eviction process. Need cooperation in making appointments.  
-Who is responsible for damages?
2. The process for determining rents is flawed. Speed of the process.
  - Niece left the unit, rent was not recalculated (2months later)
  - How do speed up the process?
  - Hardships trying to pay retro-active rent payments.
  - Let mgmt know right away. Go to the meeting and “negotiate” payment plan.
3. Feel getting penalized for earning more. (nanakuli)  
Is HPHA penalizing residents? (30% of income earned)
4. Need 1<sup>st</sup> party verification from an employer v. 3<sup>rd</sup> party pay stub
5. Rent is “fouled up” r.h
6. Rent doubled and is not being verified correctly
7. Back lights not working and jalousies broken?  
Purchasing lights putting in purchase order.
8. Toilets are sinking and obsolete (Floats/balls need to be changed.) Contact mgmt.
9. Want pet policy enforced – collect pet deposit. Not yet (6 months)
10. Collect rent from tenants ; sub leasing to tenants who work and are not paying rent.
11. Vacant units are being broken into. The longer it stays vacant the more it will take to fix/fill those units. (nanakuli) (management)
12. New mgmt is working hard. Let's repair and rent the units quickly, less than 28 days. (trying to reach)
13. Kids – Speeding in parking lot (Waimaha/Sunflower) unsafe for children
  - Be responsible for their guest, speed bumps & residents work together community level.
14. Bulk rubbish was not picked up for 3 years (prior to new management). Used to have bulky every other month
15. Water drainage backup when it rains – Nanakuli
16. Nails popping up on stairs & railings. Janice will pound it back down but it will come back up after awhile (maintenance)
17. Solar system : Is it working at Nanakuli? Worst ones done first -\$5k-\$8k to fix.
18. Want to meet with other projects in AMP 44 to work together to be able to represent the communities at the RAB meetings and on other issues. (nanakuli)
19. Is there a way for residents to clearly see what they owe in back rent? Go see mgmt.
20. Tenant caused damages are paid before rent owed and the next month it looks like the tenant didn't pay rent.

21. Street lights need to be replaced/repared @ Nanakuli
  22. Drugs in our communities : How do we work with Mgmt to get rid of drug users/dealers?  
It's only a handful of people. Work w/ Mgmt & police. Need to communicate.
  23. Nanakuli : Applaud Mgmt's efforts to clean up the project.
  24. Contractor for the laundry facility @ Waimaha/Sunflower who is in charge of laundry facility and repairs and access / hours of operation? Change rules to hang laundry (Mgmt & Assoc.)
  25. Process for interim re-exams
  26. Fire hydrants don't work/.no water Nanakuli RA called HFD, who claimed the hydrants were not theirs. HFD is saying the hydrants belong to HPHA
  27. Need sign to make Nanakuli visible from the street concerned re: Handi van and other emergency services (Mgmt look into)
  28. HPHA should allow clothes lines. @ all public housing sites (Garage. Will look into)
  29. Sunflower parking lot floods. Drainage is plugged up with weeds
  30. No numbers on the curb to identify building addresses (see #24).
  31. Nanakuli – Wants parking decals to help identify who lives there
  32. Trash removal and grounds maintenance too slow.
  33. Animal waste behind the dumpsters needs to be cleared
  34. 3 years ago was “troubled agency.” Priority was getting units filled. Previous Mgmt. didn't have enough staff and Mgmt. neglected Nanakuli.
  35. Maintenance not resolved quickly or timely.
  36. Gambling 24-7 on the property @ Waimaha/Sunflower (Mgmt. & RA)
  37. Improved lighting in common areas
  38. Access to hose bibs (Mgmt)
  39. Access to electric outlets in common areas (Mgmt)
  40. Volunteers to help repair public housing
  41. Use of inmates @ Kauioakalani to do volunteer work. (Only w/ vacant units)
  42. Concern with mosquitoes and roaches
  43. Nanakuli wants to form better relationship with Mgmt.
  44. Act 34. Drinking in common areas is illegal
  45. Can association use kitchen @ Waimaha/Sunflower? (work w/ Mgmt.
- If income fluctuates will take average of past 6. months. (Nanakuli)

- After 1<sup>st</sup> violation letter, tenant doesn't get kicked out, but residents need to contact Mgmt to make arrangements to pay rent. (\$180,000-\$200,000 in rent is outstanding)
- Issues should have been resolved when there were more resources were available. (Nanakuli)
- Public Safety (Inmates) will only be going into vacant units. Tentative start date is the beginning of October.
- Residents also need to take initiative to report people who are speeding in parking lot. (Need to be responsible for own guests)
- A lot of parts leaking or not working (solar @ Nanakuli). May need to go to each unit to determine which need to be fixed first.
- For income verification, Mgmt needs to check w/ employer. Employer has 3 weeks to respond. If employer doesn't respond, mgmt has discretion to use the pay stub.
- Wants fire extinguishers in units (all projects) start w/ Maili I & Maili II,